

VMware vFabric™ Hyperic Jumpstart

AT A GLANCE

The VMware vFabric™ Hyperic Jumpstart will help your organization get the most out of Hyperic application performance monitoring capabilities and get up and running quickly and successfully. It provides a non-production, onsite installation and configuration of vFabric Hyperic server with a guided tour of vFabric Hyperic infrastructure installation, and an interactive knowledge transfer of best practices for integrating Hyperic into your existing infrastructure.

BENEFITS

- Accelerate the benefits of vFabric Hyperic application monitoring capabilities by learning best practices to quickly deploy vFabric Hyperic in your environment.
- Mitigate risk by leveraging experienced consultants and proven installation and setup best practices.
- Save time and money by learning methods for quickly scaling and administering Hyperic monitoring for up to hundreds of servers.
- Improve performance by learning which performance metrics will enable you to best meet your monitoring goals and service level agreements

Overview

VMware vFabric™ Hyperic provides best-in-class performance monitoring of applications running in virtualized environments.

With its deep VMware vCenter™ integration, vFabric Hyperic monitors the entire application infrastructure inventory, from code components to VMware ESX™, and continually updates this inventory as virtual machines are started, stopped and migrated using VMware vMotion™. This eliminates reliance on chronically out-of-date configuration management databases, and enables system administrators to more rapidly pinpoint, correct and prevent application performance problems wherever they occur across physical, virtual and cloud infrastructures.

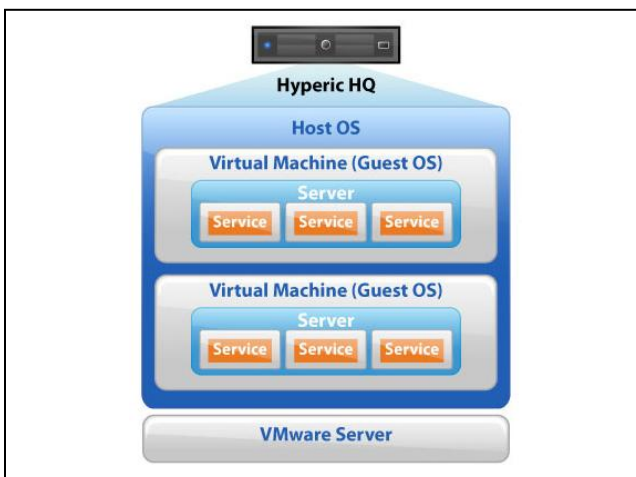
The VMware vFabric Hyperic Jumpstart service can help your organization determine how to get the most out of vFabric Hyperic application performance monitoring capabilities and get up and running quickly and successfully.

Customer Profile

- Customer IT and Application Operations teams performing an initial vFabric Hyperic deployment.
- Customers who want to understand the benefits of performance monitoring and management of applications running in virtualized environments and want to learn more about vFabric Hyperic features, functionality, and usage.
- Customers ready to upgrade and implement a modern application platform or Platform as a Service (PaaS) for virtual and cloud deployments.

Deliverables

- A non-production, onsite installation and configuration of vFabric Hyperic server and up to three agents on monitored platforms using customer applications and infrastructure.
- A guided tour of Hyperic HQ infrastructure installation, knowledge transfer of best practices for integrating Hyperic into an existing infrastructure as well as all requirements for a full deployment of Hyperic HQ including: installation, management, and ongoing Hyperic application management best practices.
- Interactive knowledge transfer workshop on vFabric Hyperic technology covering guidelines and best practices for integrating vFabric Hyperic into your existing infrastructure.



Leverage VMware best practices to deploy VMware Hyperic for the visibility you need to achieve virtualization optimization.

Topics Covered

- IT environment assessment and fit with project goals.
- Server and agent installation, application monitoring, troubleshooting, alerting, and automated remediation.
- Integration with existing monitoring and systems management tools.
- Metric collection best practices.
- Alert and control action configuration and management.
- User and role configuration and role-based dashboard setup.
- Integration with VMware vSphere and vCenter.
- Security management.
- Performance and scalability implementation.

Roles and Responsibilities

- VMware Professional Services Consultant: conduct workshop, setup and configuration of VMware vFabric Hyperic, provide knowledge transfer of Hyperic technology and guidelines for infrastructure integration.
- Customer Project Manager: planning and coordinating IT functions and engagement logistics.
- Customer IT and Application Operations personnel: attend and engage in workshop activities related to application deployment and management

Key Activities

Action
Engagement Kickoff
Product Overview
Detailed Knowledge Transfer Session
Install and Configure Non-Production Environment
Engagement Wrap-up

Scope and Pricing

- Up to three (3) days at customer site.
- Maximum of five (5) participants.
- Installation and configuration of one (1) Hyperic server and up to three (3) monitored machines, each with their own Hyperic agent.
- Each Hyperic agent may have up to three (3) monitored technologies.
- Contact your local VMware representative for pricing information.
- VMware SKU: CON-S2-HYPERIC-JS.

Requirements

- Monitored systems must be set up in advance of engagement.
- Root access to all monitored systems, with permission to install Hyperic agents on each.
- Monitored systems must not be used for production.
- Spare machine (physical or virtual) on which to install Hyperic server.
- If Oracle or MySQL is to be used for Hyperic server, this database must be set up prior to engagement and root/admin access provided.
- Full or trial license for each Hyperic agent used in Jumpstart.
- Conference room with projector and access to Hyperic server and all monitored systems.
- vFabric Hyperic server machine and database must meet requirements listed at: <http://support.hyperic.com/display/DOC/Installation+Requirements>.
- Monitored systems must be on the specified list of supported environments (see Figure 1).

Figure 1. Supported Environments

Operating Systems:	
– AIX	– NetBSD
– Cisco IOS	– OpenBSD
– Cisco PIXOS	– Solaris
– FreeBSD	– VMware vSphere ESX
– HPUX	– VMware vSphere ESXi
– Linux	– VMware VI3
– Mac OSX	– VMware GSX
– Microsoft Windows	
Servers:	
– ActiveMQ	– Microsoft IIS
– Alfresco	– Microsoft SQL Server
– Apache webserver	– Oracle RDBMS
– Apache Tomcat	– Oracle WebLogic
– Bind	– Perbal
– Coldfusion	– Postfix
– DB2	– PostgreSQL
– Geronimo	– Resin
– Glassfish	– Samba
– IBM WebSphere	– Sendmail
– Informix	– Spring Applications
– iPlanet	– SpringSource ERS
– JBoss	– SpringSource
– JRun	– Hyperic agent
– Jetty	– SpringSource tc
– Memcached	– server
– MQSeries	– Sun JVM
– Microsoft .NET	– Sybase
– Microsoft Exchange	– VMware vCenter
– Microsoft	– VMware Zimbra
ActiveDirectory	

Related Services

- **VMware vFabric PaaS Planning Service** will help your organization prepare and proactively manage an efficient future transition to Platform as a Service for application development through in-depth understanding of successful PaaS deployment and related process, steps, implementation, and production scenarios.
- **VMware tc Server Jumpstart** provides a non-production, onsite installation and configuration of vFabric tc Server with a guided installation tour and interactive knowledge transfer of best practices for integrating tc Server into your existing infrastructure.
- **VMware vFabric Hyperic and tc Server Jumpstart** combines both the vFabric Hyperic and vFabric tc Server Jumpstart services into a combined four-day engagement to get you up and running quickly on both vFabric solutions.

For More Information

More information about VMware software and services is available from www.vmware.com and from your local VMware Sales Representative.

About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

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If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.

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